

PAIA MANUAL (SECTION 51 MANUAL)

**Prepared in terms of Section 51 of the Promotion of Access to Information Act, 2000 (PAIA)
and aligned with the Protection of Personal Information Act (POPIA)**

Last Updated: 2025

1. Introduction

This manual has been prepared in accordance with **Section 51 of the Promotion of Access to Information Act 2 of 2000 (PAIA)** and outlines:

- The records held by **Hokaai Vleismark BK**
- Procedures for requesting access to records
- Fees applicable
- Contact details of the Information Officer
- Types of information automatically available
- How personal information is processed in accordance with POPIA

This manual enables a requester to understand what information we hold and how it may be accessed, where legally permissible.

2. Company Details (Private Body)

Business Name: Hokaai Vleismark BK

Trading Name: Hokaai Meat Market

CK Number: 1994/00211923

Physical Address:

Hokaai Shopping Centre,
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

Postal Address:

As above

Telephone: 012 991 2801

Email: faerieglen@hokaimeatmarket.co.za

Website: <https://hokaimeatmarket.co.za>

3. Information Officer

In accordance with POPIA, the head of the private body (or appointed representative) serves as the Information Officer.

Hokaai Vleismark BK

CK Number: 1994/00211923

558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

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Information Officer: Tony Roodt
Email: faerieglen@hokaaimeatmarket.co.za
Telephone: 012 991 2801

Deputy Information Officer: *Not appointed (optional; can be added later).*

4. Guide to PAIA

A complete and updated guide to PAIA is available from the **Information Regulator** as required under Section 10 of the Act.

Information Regulator (South Africa)

Website: <https://www.justice.gov.za/inforeg/>
Email: PAIAComplaints@inforegulator.org.za

This guide explains:

- How to use PAIA
 - How to make a request
 - Applicable fees
 - Rights and responsibilities
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5. Categories of Records Held by Hokaai Meat Market

We hold the following categories of records, depending on operational and legal requirements:

5.1 Operational Records

- Customer orders
- Delivery documentation
- Game processing records
- Spitbraai hire agreements
- Inventory logs
- Supplier information
- Quality control records

5.2 Financial Records

- Invoices
- Statements
- Tax records
- Accounting documents



- Payment confirmations

5.3 Personnel Records (Employees)

- Employment contracts
- Payroll information
- Disciplinary records
- Leave records
- Training records

5.4 Customer Records

- Contact information
- Order history
- Delivery addresses
- Special requests
- Game processing preferences

5.5 IT & Website Records

- Website analytics
- Cookies and tracking data
- System logs
- Security logs

5.6 Legal & Compliance Records

- Business registration
- Insurance documentation
- Licenses and permits (including game processing requirements)
- POPIA compliance documentation

6. Information Automatically Available

The following information is automatically available and does **not** require a PAIA request:

- Website content (products, pricing, etc.)
- Public marketing materials
- Social media posts
- Basic company information

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- Terms & Conditions
 - Privacy Policy
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7. Records Available on Request (Subject to PAIA)

Some records may be provided upon submission of a proper PAIA request, subject to:

- Applicable fees
- Legally required grounds
- Protection of third-party personal information
- Trade secrets and confidential business information

Examples include:

- Customer records (only their own data)
 - Supplier contracts
 - Historical transaction information
 - Policy documents
 - Internal reports
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8. Records Requiring Protection

In line with POPIA and PAIA, the following records typically **cannot** be disclosed:

- Personal information about other individuals
 - Confidential supplier information
 - Employee personal information
 - Game processing batch information belonging to other customers
 - Security logs and internal procedures
 - Information protected by non-disclosure obligations
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9. How to Request Access (PAIA Request Procedure)

Step 1: Use the Prescribed Form

All PAIA requests must be submitted on the **Section 53 Request Form** available from the Information Regulator:

<https://www.justice.gov.za/inforeg/>

Step 2: Send the Form To

Hokaai Vleismark BK
CK Number: 1994/00211923
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081
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Information Officer — Tony Roodt

Email: faerieglen@hokaaimeatmarket.co.za

Physical Delivery:

Hokaai Shopping Centre,
558 Graaff-Reinet Street, Faerie Glen, Pretoria, 0081

Step 3: Include

- Full name & contact details
- Description of the record being requested
- Form of access required
- Copy of ID
- Reason for request (required for evaluation)

Step 4: Pay Fees

Fees may apply depending on:

- Request type
- Whether copies are required
- Search time involved

A fee estimate will be provided before processing.

Step 5: Response Time

We will respond within **30 days**, unless extended due to:

- Large volume of information
- Need for third-party consent
- Technical difficulty retrieving information

10. Grounds for Refusal

We may refuse access to records based on PAIA, including:

- Protection of personal information of others
- Commercially sensitive information
- Safety and security of premises
- Legally privileged records
- Confidentiality agreements
- Third-party trade secrets

If access is refused, a written explanation will be provided.

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11. POPIA Compliance (How Personal Information is Processed)

11.1 Lawful Processing

Personal information is processed in line with POPIA principles:

- Minimality
- Purpose specification
- Security safeguards
- Consent or legitimate interest

11.2 Purpose of Processing

We process personal information for:

- Orders and deliveries
- Customer communication
- Game processing
- Spitbraai hire
- Internal administration
- Legal obligations

11.3 Data Subject Rights

You may request:

- Access to your information
- Correction or deletion
- Objection to processing
- Withdrawal of consent
- Complaint lodging

Requests may be submitted to the Information Officer.

12. Availability of This Manual

This PAIA Manual is available:

- At our physical premises
- Upon request from the Information Officer
- On our website (once integrated)

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13. Contact Information

Information Officer: Tony Roodt

Email: faerieglen@hokaaimeatmarket.co.za

Telephone: 012 991 2801

Address:

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